Information Technology Services - Agency Communications Technology

(ITS-ACT) II

Statement of Work (SOW)

1. Background

1.1. Introduction

The Environmental Protection Agency's (EPA) Office of Environmental Information's (OEI) vision is to advance the creation, management, and use of data as a strategic resource to enhance public health and environmental protection; promote informed decision-making, and improve the public's access to information about environmental conditions. OEI provides the ability to access, use, and communicate environmental program and administrative information for Agency clients and closely affiliated environmental partners such as state and local governments, contractors, and researchers.

The Office of Technology, Operations, and Planning (OTOP) is the Agency focal point for policy, management, and implementation of EPA's information technology (IT) infrastructure, and oversight of Federal and Agency IT statues, regulations, and standards. OTOP sets hardware, software, and telecommunications standards and operates EPA's internal information technology infrastructure and organizes strategic planning for IT and security. OTOP provides this broad range of information and technology services through its four supporting organizations. These organizations are the Mission Investment Solutions Division (MISD), the Technology Information Security Staff (TISS), the National Computer Center (NCC), and the Enterprise Desktop Solutions Division (EDSD).

The National Computer Center (NCC), located in Research Triangle Park, NC, manages the EPA's enterprise and high performance computing infrastructure and Wide Area Network (WAN).

EPA's Enterprise Desktop Solutions Division (EDSD), located in Washington, DC, is within OEI/OTOP, and is responsible for providing varying levels of voice, local area network (LAN), and limited Wide Area Network (WAN) related services at varying levels EPA-wide and desktop service within its own programmatic unit of OEI. EDSD's current ITS-ACT I is scheduled to expire in December 2011. The current ITS-ACT I contract provides a broad range of telecommunications and user support related services at all EPA locations.

EDSD is working not only to replace ITS-ACT I, but ultimately to enhance support services and provide integrated IT telecommunication solutions for OTOP and its stakeholders. The current ITS-ACT I task orderis under GSA's Small Business Government Wide Acquisition Contracts Center (8(a) STARS (Streamlined Technology Acquisition Resources for Services),

1.2. General SOW information

The EPA intends to award a single award follow-on time and materials task order for the provision of a wide variety of computing and telecommunication services. The goal of this acquisition is to improve the quality of the information and telecommunication services provided to the EPA user community, while reducing OTOP's overall internal and external cost through comprehensive and innovative solutions. The period of performance of this task order will be from Date of Award to May 14, 2014.

Consistent with the guidance and information provided and/or outlined below, all 8(a) STARS GWAC industry partners are encouraged to offer creative and innovative solutions that meet the overall strategic objectives as listed in Section 2.1. In addition, within the context of the overall objectives, 8(a) STARS GWAC industry partner solutions should, where appropriate, address the specific objectives for each of EPA's functional requirements as outlined.

With the exceptions of the constraints/conditions listed in Section 2.2, this Statement of Objectives (SOW) does not provide specific details on the types of solutions to be offered, the comprehensiveness of any specific solutions, nor any specific performance levels/metrics that must be associated with any specific area. However, the Government requires 8(a) STARS GWAC industry partners to offer comprehensive solutions that: (1) are based on an understanding of the current EPA IT telecommunications environment, (2) provide the scope and breadth of services that is responsive to the present and future needs of the EPA user community, (3) ensure the performance levels that must be achieved in all functional areas to provide fully satisfactory levels of service, (4) allow OTOP to offer a wide variety of competitively priced services, (5) create an overall IT telecommunications environment that will continue to meet the changing needs of the EPA user community, and (6) ensure an appropriate level of security based on industry best practices.

2. Scope

The EPA requires nationwide, enterprise-wide information technology telecommunications to assist in meeting its strategic objectives and responsibilities under Federal legislation and executive orders. It requires information technology and telecommunications infrastructure and related services that are stable, reliable, secure, and responsive to the needs of EPA and its Stakeholders.

Under this task order, the Contractor shall furnish the necessary personnel, materials, equipment, commercial off-the-shelf (COTS) and system software, telecommunications, facilities, and related services required to deliver EPA services listed below. Since the pace of change in the information technology and telecommunications marketplace makes it impossible to fully anticipate how individual EPA requirements will evolve over the life of the task order, the Contractor shall incorporate innovative and emerging technologies that improve infrastructure and mission performance in the most economic and efficient manner, and are consistent with the EPA IT strategic initiatives and direction.

The following are general and specific functional tasks that are in scope under this SOW.

General Functional Tasks

- Management
- Workload Reporting
- Invoicing

Technical Functional Tasks

- RTP Local Operations
- National Operations FTS Business Office (VOICE)
- National Video Conferencing Support Services
- Audio Conferencing Support Services
- HQ Locator Directory Service
- Special Projects (Field Site Telecommunication Services)

- Mobile Device Services (Cellular/Air Cards)
- Wide Area Network (WAN)

Emerging Requirements

2.1. Overall/General ITS-ACT II Objectives

This SOW provides 8(a) STARS GWAC industry partners with the opportunity to offer innovative solutions to critical OTOP/EDSD mission objectives.

The following overall objectives apply *to all* technical, engineering, and contractual objectives of the ITS-ACT II project.

- Increase the flexibility of the services delivered to better meet the customers' changing needs.
- Reduce the time required to deliver new technology to solve customer problems.
- Shift the focus of the Government staff to building customer relationships, fully defining customer requirements, and maintaining the quality of service delivered and allow EPA to make the technical decisions required to meet the defined service levels.
- Strengthen the technology support and service delivery provided to current ITS-ACT customers through the use of industry best practices.
- Implement a service delivery paradigm in which EPA reduces management of IT inventory and funding of IT capital investments.
- Support audits by EPA and Federal oversight groups, such as the EPA Inspector General and the General Accounting Office as appropriate.
- Provide uninterrupted, secure, and appropriate customer access to local technology and telecommunication services.
- Obtain an integrated solution for EPA that leverages the strengths of the Industry Partner with the capability of specialized best of breed companies.
- Establish effective contract management practices that facilitate partnership with EPA and its contractors to achieve results, provide a model for innovation that increases efficiency and effectiveness and facilitates other innovation such as share-in-savings or other performance-based approaches.

2.2. Overall/General Conditions

The Contractor shall perform all technical and managerial functions during the task order period of performance under the following conditions.

2.2.1. Maintaining current functions
The contractor shall, at a minimum, maintain the same level of operational capability provided by OTOP to EPA customers and users in FY 2011 via the ITS-ACT I Contract.

2.2.2. Locations
Unless otherwise specified, support and services shall be provided in the Washington, DC metropolitan area, at Research Triangle Park, NC and at regional, laboratory, and field sites located throughout the EPA. The contractor staff in the Washington, DC Metropolitan Area needs to be accessible to the EPA Federal Triangle Campus in downtown DC.

The contractor may be required to provide on-site telecommunications support staff in any of the EPA regional offices, laboratories and field stations. If telecommunications support is required by a regional office or laboratory on a long-term basis, the contractor shall be provided thirty (30) days advance notice before the support begins. The contractor may also be required to support other EPA locations such as emergency response sites, or any location in which EPA has an operational interest. Startup intervals in such cases will be subject to individual negotiations.

2.2.3. Protection of EPA Data

The EPA's environmental databases are a primary resource of the United States and protection of their integrity is an absolute necessity. The contractor shall provide and support the telecommunication infrastructure that houses these databases and allows the public to access them via the Internet. The contractor shall have primary responsibility for the defense of these databases and must execute a security program that protects the integrity of the databases consistent with EPA and Federal security policy.

Any security breach shall be identified, closed, and reported in accordance with established EPA policies and procedures at the earliest possible time. Protection of EPA data must be fully evaluated in any proposed change to the EPA infrastructure, and final approval of changes that relate to data protection will be made by the appropriate EPA Official.

The ITS-ACT II contractor staff must be fully aware of and liable for unauthorized access by their staff. The contractor shall defend against this type of unauthorized access through policy and technical means.

2.2.4. Hardware and Software Maintenance
The Contractor shall propose an approach to manage the transition of existing contracts and task orders for hardware/software maintenance under the scope of current contract to the follow-on ITS-ACT II contract prior to expiration. A list of all such EPA contracts, agreements, and tasks will be provided as appropriate.

2.2.5. Times of Operation

In general, EPA's IT telecommunication infrastructure must be available 24 hours a day, 365 days per year. Some specific functions may only be staffed during normal business hours or as otherwise specified in technical directives to cover customers on both coasts. Specific hours of operation for each function will be provided. With the exception of support for office moves, work outside the normal operational period has been required infrequently. Support for office moves is frequently required during evenings and weekends. In the event of an environmental emergency or operational crisis, the Agency may require extended contractor support.

2.2.6. Conformance to EPA Standards and EPA and Federal Policy

Abide by all EPA regulations, policies, and procedures while in effect during the contract period of performance. This includes all changes in laws, regulations, policies, and procedures as they evolve during the contract period of performance. Conform to EPA

Enterprise Architecture standards and all EPA governing documents associated with the EPA IT and telecommunications infrastructure.

As a minimum, the contractor shall conform to and abide by the following:

Federal Policies and Regulations

Government Paperwork Elimination Act (GPEA)	http://www.whitehouse.gov/omb/circulars/a130/a130.html
Records management guidance for agencies implementing electronic signature technologies	http://www.nara.gov/
Information Technology Management Reform Act	http://www.whitehouse.gov/omb/memoranda/m96-20.html
Electronic Signatures in Global and National Commerce Act (ESIGN)	http://www.whitehouse.gov/omb/memoranda/m00-15.html
Section 508 Compliance	http://www.access-board.gov/sec508/508standards.htm
Presidential Decision Directive – PDD-62	http://fas.org/irp/offdocs/pdd-62.htm
PDD-63 White Paper	http://fas.org/irp/offdocs/paper598.htm
Presidential Decision Directive – PDD-67	http://fas.org/irp/offdocs/pdd/pdd-67.htm
Government Information Security Reform Act	http://www.whitehouse.gov/omb/memoranda/m01-08.pdf
Federal Information Processing Standards Publications (FIPS PUBS)	http://www.itl.nist.gov/fipspubs/
Privacy Act Policies	http://www.whitehouse.gov/omb/memoranda/m01-05.html
OMB Memorandum on Agency Architecture Development	http://www.whitehouse.gov/omb/memoranda/m97-16.html
OMB Circular A130	http://www.whitehouse.gov/omb/circulars/a130/a130.html
OMB Circular A119	http://www.whitehouse.gov/omb/circulars/a119/a119.html

EPA Policy and Procedures

IRM Policy Manual	http://www.epa.gov/docs/
Information Technology Architecture Roadmap (ITARM)	http://basin.rtpnc.epa.gov/ntsd/ITARoadmap.nsf
EPA Web Guide	http://www.epa.gov/webguide/index.html
Agency Network Security Policy Order Number 2195.1A4	http://intranet.epa.gov/rmpolicy/ads/transorders.htm
Computer Security Incident Response – Directive 200.06	http://pintra01.rtp.epa.gov/ntsd/directives.nsf?OpenDatabase&Start=1&Count=30&Expand=5

Additional policies and procedures will be referenced as appropriate.

2.2.7.   Working Capital Fund (WCF) Reporting

The cost of all contractor (providing IT) support shall be reported to the EPA in a method that will sustain EPA Working Capital Fund requirements. This shall include the identity

of the customer who requested the work, the cost center for which the work was done, and the amount of the work performed. The time period for the contractor's invoice shall be based on the calendar month to be consistent with the WCF workload reporting. Program Management Office (PMO) cost (i.e., Management, Workload Reporting, and Invoicing) should be allocated and aligned under each functional area/tasks and/or subtasks based upon consumption of work and/or time spent performing the day to day support for each of the respective efforts.

2.2.8. Invoicing

The cost of all contractor-provided IT by cost center and designated WCF Registration IDs is information that shall be provided in an invoice

2.2.9. *Security Clearance*

As specified in technical directive documents, contractor personnel may be required to possess National Security Clearances (Top Secret).

2.2.10. *EPA Public Access*

*Maintain EPA's current domain name, **http://www.epa.gov**, for its public access Internet presence.*

2.2.11. Email address format

Maintain the current E-mail address format, i.e., lastname.firstname@epa.gov

2.2.12. Role of EPA in the ITS-ACT II Environment

Under ITS–ACT II, EPA and the contractor will work in partnership to achieve the EPA's mission. The partnership will be strengthened by clearly defined roles and responsibilities, which will evolve over the life of the contract. EPA will be responsible for the strategic planning and direction setting. The ITS-ACT II contractor shall be responsible for the technical planning, consistent with the direction of EPA, and the implementation of the technical plan. EPA will manage this follow-on contract through a governance model that is managed and coordinated jointly between the Office of Acquisition Management (OAM) and OEI.

2.2.13. Change Management

The ITS-ACT II contractor shall maintain a detailed change management process that fully documents all changes for EPA review and to support audits of oversight Agencies. In addition, the ITS-ACT II contractor shall be responsible for maintaining a high-level change management approval process that will provide EPA the opportunity to make decisions on major changes, e.g., architectural changes or changes that impact the budget.

2.2.14. Independent Review

The ITS-ACT II contractor shall cooperate and support independent reviews as required by EPA and its oversight Agencies. These reviews will include, but are not limited to, risk and vulnerability assessments, and audits of procedures, performance surveillance, and security reviews. In addition, at the direction of EPA, the ITS-ACT II contractor shall provide EPA or an independent surveillance contractor direct access to data generated in performance of this contract.

2.2.15. Management Reporting

The EPATask Order Project Officer (TOPO) and EDSD Stakeholders will provide instruction to the ITS-ACT II contractor on the use of an existing EPA repository "STARS". This already developed repository will ensure all automated reports and official contractor records are managed in a timely and cost effective manner.

2.2.16. Technology Phase Out

EPA anticipates that during the period of performance of ITS-ACT II several telecommunication services (e.g. Long Distance, Audio Conferencing Services, Locator Directory Services, RTP Local Operations and Octel voice mail, Mobile Device Services, Emergency Communications System (ECS), National Voice Mail Gateway (NVMG) may be phased-out of the current IT environment due primarily to EPA's evolving technology environment and associated changes (e.g., VoIP, WAN improvements, etc.).

2.2.17 Period of Performance

The period of performance of this time and materials fixed rate task order will be for one base year and one option period. The end date for this task order will be on May 14, 2013,

per the expiration date of GSA's 8(a) STARS I GWAC.

3. ITS-ACT II Services

Consistent with overall ITS-ACT II objectives and conditions stated above and below, the contractor shall deliver the following services:

3.1. Transition

The transition process shall be completed in two phases to ensure a seamless transition with no cost from the current environment under ITS-ACT I contract to the ITS-ACT II contract.

3.1.1. Contract Transition

The initial phase shall be the transition from the current contractor to the ITS-ACT II contractor. During contract transition, all the Functional Tasks in Section 3.2 and Special Projects in Section 3.3 must be supported to the same extent as they are under the current contract.

3.1.2. Solution Transition

The second phase shall be the transition from the current environment to the ITS-ACT II contractor solution. The contractor shall finalize the ITS-ACT II Solution Transition Plan that describes the contractor's plan for assuring full operational capability and a seamless cutover. The EPA will review and approve the plan prior to implementation by the contractor.

3.2. Functional Tasks

The Functional Tasks represent the activities associated with ongoing IT services provided by OTOP to its customers. Functional Tasks include "General Functional Tasks" that apply to the overall contract and "Technical Functional Tasks," which encompass all the specific IT telecommunication activities performed by the contractor under ITS-ACT II. The contractor shall provide the required services to accomplish all of the following Functional Tasks:

Tasks and/or Sub Tasks	Support to be provided	Additional comments
General Tasks (applicable to all other tasks and/or sub tasks)		
Tasks #01 – Charge to WCF code and Registration ID as appropriate. Program Management and General Contract Support	Provide routine program/project management and contract support functions related to ongoing telecommunications operations (e.g., initiation planning, and execution, monitoring, controlling and close out). The contractors technical approach i.e., work plan (WP) must solidify the contractors ability for managing all areas of the tasks and sub tasks e.g., monitoring and managing constraints i.e., time, cost, scope, quality, customer satisfaction, risk and resources.	This sub task governs all other tasks and/or sub-tasks awarded under this TOR. The Program Management and Contractor Support i.e. labor hours (LH) are to be allocated in accordance to the contractors spending e.g. technical performance for that task/sub-tasks. Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.
Workload Reporting	Process workload data to develop monthly WCF workload reports in accordance with EPA WCF requirements.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.
Invoicing	Provide detail information on the changes for contract performance	

Task #02 - WCF CODE: XE RTP Location Operations	Operate EPA's centralized FTS business office and Voice/Video Technology and Engineering Center (VTEC).	This task will be officially closed out by 01/2012. The contractor may be required to develop a transition plan as appropriate.
Task #03 – WCF CODES: LD, LE AND LF National Operations, FTS Business	The National Voice Operations task supports voice and data telecommunication facilities and programs which in turn are used by 18,000 EPA employees and their countless contractors, consultants, and grantees throughout the United States. National Voice Operations conveniently subdivides into two distinct areas of National Voice Support and the FTS Business Office. NVS responds to field site requests for a variety of telecom information and consulting projects, and staffs a telecom help desk and research center. The FTS Business Office handles the ordering, registration, and billing for multiple long distance services.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.
Task #04 – WCF CODES: NB, NG AND NT Video Conference Support	Provide full-service support in planning, scheduling, and running of video bridging and video teleconferences services, including Video Over Internet Protocol, Firewall Traversal solutions, and streaming video conferences on the Internet.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.

	Ensure Headquarters National Video Teleconferencing capabilities take place with other EPA Regional sites, contractors, and any other organization involved with helping EPA fulfill its mission and business objectives.	
Task #05 - WCF CODE: NA Audio Conferencing Services	Provide all EPA employees nationwide and its states, partners, and tribes with a reservation-less audio conferencing capability that is an economical substitute for face-to-face meetings, Service must be available 24 hours, seven days a week, especially for conferencing participants who are located in different geographical areas.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.
Task #06 –WCF CODE: DM HQ Locator Directory	Operate the Headquarters directory assistance number, maintain the locator database and telephone directories.	Answer calls, operate and maintain Oracle locator database. This task is expected to expire in base year prior to the start of FY13.
Task #07 - WCF CODE: MD Mobile Device Services	Provide National Blackberry and Blackberry Cellular Services to EPA national and regional locations. The contractor shall provide administrative support (e.g., phone number identification, billing reconciliation, etc.,) as appropriate. Administrative support also includes working with carriers on billing invoices, operating features, functionality, terms and conditions, ordering and installation of blackberry devices at the desktops.	Provide centralized support activity for all EPA Blackberry and Blackberry cellular devices nationwide, as well as any other mobile devices the Agency supports. Contractor will be responsible for ordering (not purchasing) devices and services as required, processing tracking, and billing all orders for Blackberry and Blackberry cellular services. Part of this service is expected to expire based on the evolution of technology. Additional information will be specified in the governments Technical

		Directive Document (TDD) upon award of this task order.
Task # 08 – WCF CODE: TC Special Projects (i.e., Field Site Telecommunications Services for Athens and Atlanta). *For additional information refer to Section 3.3*	Provide support in the operation, administration and maintenance of specialized projects as tasked i.e., installation and maintenance, performance and maintenance of voice and data wiring. Installation and support of facsimile operations, manage EPA cable facilities, and support telecommunications. Devices such as Blackberries, PDAs, and on site network, telecommunication, and desktop support.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.
Task #09 –CODE: KE Wide Area Network (WAN)	EPA's Wide Area Network (WAN) Operations maintains the EPA's National Data Telecommunications' Infrastructure (Data Network) that connects EPA offices nationwide to each other. In support of these activities, the contractor shall support the EPA WAN operations staff in the research, ordering, delivery coordination, bill review and invoicing for local and national data circuits and services that make up EPA's national telecommunication network otherwise known as the WAN.	Additional information will be specified in the governments Technical Directive Document (TDD) upon award of this task order.

3.3.   Special Projects

EPA currently provides OTOP customers with specialized information technology/information management project support for ongoing and short-medium term projects. These Special Projects are associated with project-oriented IT activities ordered by OTOP's customers. The contractor shall provide the required information technology/information management support to assist EPA as required in all special projects when authorized under the contract.

3.4.   Government Furnished Property (GFP)

The current ITS-ACT I contractor will transition the GFP of Mobile Devices and Tandberg equipment to the ITS-ACT II contractor during the task order transition period. Please see **Attachment 2 and 3** of this RFQ for a complete list of GFP that will be used by the contractor while providing services under this task order. The ITS-ACT II contractor shall adhere to EPA's GPF procedures accordingly throughout the life of the task order.

3.5.   ITS-ACT, TOR Phase-Out Transition

The contractor shall support the Agency in a seamless transition upon the completion of ITS ACT II to the proceeding contract.